

NTS began using CenturyTel EZ Local ordering system in September 2008. We had a serious problem with name and address mismatches with this system. The LSRs or number port requests were denied because of name or address mismatch. CenturyTel provisioning would not tell me the correct spelling of the name or address. We had to call the customer to either bring in or read the correct name and address off of their CenturyTel bill in order to resubmit the number port request. Examples are: Mr. or Mrs. missing from LSR, abbreviated name such as Robt instead of Robert and Ct and Ave instead of St. I do not have access to the EZ local system to print out rejections since we started using the EASE system in 2010. I do have a few PONs which were rejected because of name or address mismatch.

PON 37017-Cathy Beers

PON 37056-Dawn Mayberry

37007-Brandon Armstrong

37014-Ginger Noetzol

37019-Tamm Van Dusen

37031-Tonya Reagan

37041-Eric Clark

37045-Larry Needham

37048-4-Mike Bremser

37186-Gary Just

37246-Daniel Ulery

36988-Little Dreamers Day Care

34694-Ashly Moore

37122-Sue Braham

37119-Robin Lowe

37117-Rebecca Wiles

37066-Barry Kazminski